

9-8-03

B



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

JENSEN

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No.: 4366-10

For: "CALL MANAGEMENT SYSTEM
USING DYNAMIC QUEUE
POSITION"

Group Art Unit: 2642

Examiner: WILLIAM J. DEANE, JR.

Confirmation No.: 9459

AMENDMENT AFTER ALLOWANCE
PURSUANT TO 37 CFR § 1.312"EXPRESS MAIL" MAILING LABEL NUMBER: EV 331291686 US
DATE OF DEPOSIT: SEPTEMBER 4, 2003I HEREBY CERTIFY THAT THIS WITH THE UNITED STATES
POSTAL SERVICE "EXPRESS MAIL POST OFFICE TO
ADDRESSEE" SERVICE UNDER 37 C.F.R. 1.10 ON THE DATE
INDICATED ABOVE AND IS ADDRESSED TO THE ASSISTANT
COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231.

TYPED OR PRINTED NAME: Mary Anne Davitt

SIGNATURE: *Mary Anne Davitt***BOX ISSUE FEE**Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Pursuant to 37 CFR § 1.312, an amendment may be entered after the mailing of a Notice of Allowance but prior to payment of the issue fee upon the recommendation of the primary examiner.

Therefore, it is respectfully requested that the above-referenced application be amended as follows: